

DEPARTMENT OF TRANSPORTATION SERVICES
COMMITTEE FOR ACCESSIBLE TRANSPORTATION

Minutes of the Meeting

Date, Time, Place: March 2, 2005, 10:30 a.m.
Department of Transportation Services Conference Room, 2nd Floor
650 South King Street
Honolulu, Hawaii 96813

Voting Members present:

Ho'opono, Dave Eveland
Lanakila, Mary Ann Whaley
Catholic Charities Hawaii, Tom Baty
Hawaii Disability Rights Center, Ann Collins
Adult Day Care Centers of Hawaii, Helen Meyers
At-Large member, Morris Nakamura

Ex-Officio Members present:

Department of Transportation Services, Alvina Kubo, Scott Ishiyama
Fixed Route and Paratransit Services Contractor, Patricia Nielsen, John Black
Honolulu Committee on Aging (EAD), Doug Gilman
Oahu Metropolitan Planning Organization, Michelle Kurisu
Department of Health, Michael Tamanaha

Voting Members unexcused:

Hawaii Centers for Independent Living
Easter Seals Hawaii
Kokua Program, U.H. at Manoa

Ex-Officio Member unexcused:

Disability and Communication Access Board, Kirby Shaw

Guests:

Patricia Blum, Eye of the Pacific
"CC" Curry, OMPO-CAC, IACC Org.
Rose Pou, HV rider
Ethereda Kahalewai, HV rider
Steven Mero, HV rider

Chairperson Tom Baty called the meeting to order.

1. Attendees introduced themselves.
2. The Minutes of the October 6, 2004, meeting were approved as circulated.
3. Distribution of handout from Las Vegas inadvertently omitted from minutes of last meeting.
4. Sub-Committee Report: Rider's Concerns

Ethelreda Kahalewai distributed the subcommittee's report consisting of HV concerns and a sample "suggestion" card is attached for the committee's consideration. She reported that a meeting was held with seven HV riders present, and another follow-up conversation between herself and Morris Nakamura was conducted to complete the list of questions and sample card. T. Baty asked committee for comments/questions. H. Meyers asked why there are no p/ups during the 3 p.m. & 4 p.m. times (item 1 on list). P. Nielsen responded that the requested time may not be available and is usually negotiated (one hour before or one hour after) however, there are times when trips are denied. She further indicated that customers in certain areas may feel as if there is a "blanket block out," however, there is no "block out" during anytime or area. CC Curry indicated that customers are being told by reservations that there are no vans available during those hours and that the customer cannot make reservations at those times and is opposite of what P. Nielsen is saying. T. Baty asked if this is true of the area or does this apply to all areas. P. Nielsen responded that it's the time of day when many programs are being serviced and most of the vans are being utilized and therefore, service may not be available to service demand riders. She further indicated that not every ride is denied (during that time period). There is no list of people that are constantly denied to show a pattern of denial.

E. Kahalewai (speaking for the sub-committee) stated that these questions were discussed and listed because they (sub-committee) could not answer them. She is an advocate for TheHandi-Van and has been riding since 1998. She has been picked up between 3 p.m. and 4 p.m. and feels that it all depends on where you are going. Her concern is that M. Nakamura indicated that State law says you (city) must buy vehicles from a dealer within the state (question 16 on the list) and there is only one dealer. Does Catholic Charities get vans from the City? T. Baty stated, "no, but we buy them from that one vendor." E. Kahalewai indicated that the riders were not allowed to comment on the current fourteen vans purchased. The other concern she mentioned is that it is okay that a driver has six (6) people to pick-up, all scheduled for 10:00 a.m. She stated that it isn't a problem to wait half an hour for a ride, but, when it becomes 45 minutes or an hour she believes that to be unacceptable, saying "this morning I had to wait an hour and a half." She stated that she is an advocate for the service, and would not be able to go anywhere without it.

T. Baty indicated that since there are 16 questions listed, the proper people should be given sufficient time to answer them. A. Collins indicated that since questions were submitted in writing, it is only proper to respond in a written format.

CC Curry has been very supportive, but is disappointed that she and other riders were not notified about the sub-committee so that they could participate. T. Baty stated that the sub-committee was not formed until the last meeting (October 2004).

T. Baty asked about the survey attached to the sub-committee questions. P. Nielsen (OTS) will work with DTS to develop comment/suggestion card. A. Collins requested that a time frame be set for answers to the subcommittee questions. A. Kubo indicated that OTS/DTS will respond (in writing) to the questions and mail out the response with the next meeting notice. She reminded members that meetings are scheduled for the first Wednesdays of January, April, July and October. The January meeting this year was not conducted due to the change in administration, but the next meeting will be in April. (see attached)

A. Kubo informed CC Curry that she was welcome to join the sub-committee headed by M. Nakamura and that she would speak with him about it. CC Curry was concerned that she was not given the opportunity to speak at the CAT meetings to voice her concerns. T. Baty stated that at every meeting, under new business or announcements, all attendees are welcome to voice their concerns.

5. New Business/Announcements:

T. Baty requested for clarification on the CAT brochure from Las Vegas. A. Kubo explained that it was a brochure submitted to the committee at the last meeting by M. Nakamura and it was suggested that something like this be developed for the riders here.

P. Nielsen submitted a flyer for distribution to drivers highlighting the rules that transit operators must follow. Copies will be made and distributed with the next meeting notice. A. Collins requested that the brochures be made available in alternate format for those who so desired.

T. Baty asked if minutes of the meeting were being posted on the website. A. Kubo indicated that J. Burke had started to do this, however, due to other duties the web probably has not been updated for awhile.

CC Curry indicated that a Catholic Charities van rider could have gotten injured due to the lack of a handle bar to use for support. T. Baty asked that a letter be submitted to CAT regarding this concern and he would take care of it. CC Curry also distributed a letter which addressed creating a HV community circular service comparable to the one in Kapolei.

P. Blum indicated she is still having difficulties with drivers not announcing the stops or using the annunciators (Route 2) to assist the visually impaired to use TheBus efficiently. Even if requesting the major stops be announced, they are not doing it. M. Nakamura also indicated that he has difficulty with the position of the stop requested button.

T. Baty asked that we return to the other (HR conference room-old mission building) conference room for future meetings. A. Kubo explained that HR will not allow us to use the room due to renovations that will/should be starting soon. The 3rd floor conference room, which is larger, is reserved for the rest of the year's meetings and that if anyone has another location, to please advise her of such.

M. Nakamura recommends that the At-Large-Member be a rider of TheHandi-Van or TheBus so that there is continual input from the riders. T. Baty read the By-Laws and it indicated that the At-Large-Member is a user of the transit service. He also recommended that everyone go on the web because a lot of the information requested is available. (www.co.honolulu.hi.us/dts)

Next meeting scheduled for April 6, 2005, moved and seconded - meeting adjourned.